

PATENT APPLICATION  
SERIAL NO. 09/504,330

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

FEB 03 2004

In re application of: Leamon

Serial No.: 09/504,330

Filed: February 14, 2000

Examiner: Cuong H. Nguyen

Group Art Unit: 3625

Title: **METHOD AND SYSTEM FOR SKILLS-BASED PLANNING  
AND SCHEDULING IN A WORKFORCE CONTACT  
CENTER ENVIRONMENT**

OFFICIAL

Commissioner for Patents  
PO Box 1450  
Alexandria, Virginia 22313-1450

**RESPONSE TO OFFICE ACTION**

Examiner Nguyen is thanked for the courtesies extended during the Personal Interview on January 28, 2004.

As a follow-up to the discussions that occurred during the Interview, and in response to the non-final Office Action mailed November 25, 2003, please amend the application as follows:

**IN THE CLAIMS:**

PTO/SB/21 (08-03)

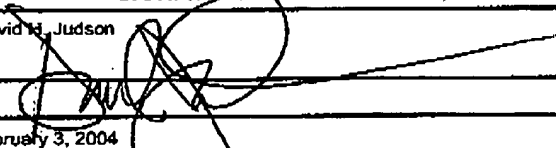
Approved for use through 08/30/2003. OMB 0851-0031

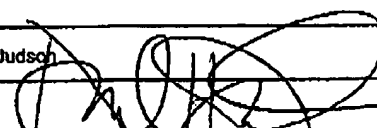
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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/504,330
	Filing Date	February 14, 2000
	First Named Inventor	Leamon
	Art Unit	3825
	Examiner Name	Cuong H. Nguyen
Total Number of Pages in This Submission	Attorney Docket Number	

ENCLOSURES (Check all that apply)		
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<input checked="" type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
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<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input type="checkbox"/> Other Enclosure(s) (please identify below):
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<input type="checkbox"/> Response to Missing Parts/Incomplete Application		
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	David H. Judson
Signature	
Date	February 3, 2004

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Notes: **REFERENCE: Application No. 09/504,330; In re Application of Leamon**

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